LTSS August 2019

TRAINING TODAY

TPAES- Be In The Know

Attention TPAES Users:

Please be advised that TPAES credentials are not to be shared for security purposes. In the event it is brought to our attention that TPAES credentials are being shared with other unauthorized TPAES users; the utilized TPAES credentials will be revoked by the security team per our request. If your facility is in need of additional TPAES users, please contact the LTSS Help Desk at 1-877-224-0219 or via email at LTC.Operations@tn.gov and one of the LTSS agents will be glad to assist you.
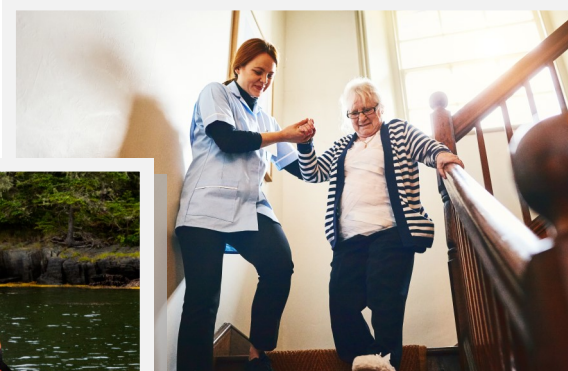
Currently, TPAES is compatible with the following browsers: **Google Chrome**, **Firefox**, and **Internet Explorer** (IE) versions 10 or below. However, due to recent Google Chrome updates, we are experiencing difficulty in accessing attachments and/or various pop-up windows when using Google Chrome. Corrective measures are in the works; however, in the meantime please access TPAES using Firefox when you are unable to access attachments and/or pop-up windows. If you continue to have difficulty, feel free to contact the LTSS Help Desk, 1-877-224-0219, for further assistance.

Medicaid Tips

A CHOICES member cannot be considered private pay until officially dis-enrolled from the CHOICES program.

This new information needs to be communicated with the MCO so that the CHOICES disenrollment form can be submitted. This change also needs to be reported to TennCare Connect, so that Medicaid can be ended.

The member cannot be CHOICES and private pay at the same time. So it is imperative that you work with the MCO before declaring someone to be private pay. Due to the way the system works the private pay effective date may not be the date you are expecting.

Medicaid Benefits Enrollment

If entities charging individuals for assistance with Medicaid applications are approaching you or members in your facility; please make sure you are aware that there are existing entities providing similar/identical services at no charge such as the Area Agency on Aging & Disability (AAAD's). Call **1-866-836-6678** from anywhere in the state to be automatically directed to your nearest Area Agency.

System Transformation

TennCare has an on-going plan to better align Long Term Services and Supports (LTSS) programs with important values such as person-centered practices. We call this plan "system transformation." To learn more about system transformation, visit the LTSS website here: https://www.tn.gov/tenncare/long-term-services-supports/systems-transformation-.html

Success Stories

To view a recent Employment & Community First CHOICES success story, click here:https://www.tn.gov/tenncare/long-term-services-supports/employment-and-community-first-choices/success-stories.html

Involuntary Discharge or Transfer Notice

To view the updated Involuntary Discharge or Transfer Notice, click here https://www.tn.gov/tenncare/long-term-services-supports/involuntary-discharge-and-transfer-appeals.html

Division of TennCare | LTSS

State of Tennessee Division of TennCare
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Help Desk Tips, 8:00-4:30 (CT), 1-877-224-0219 OR PLEASE EMAIL US AT LTC.Operations@tn.gov
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